

The amfori External Grievance Mechanism

The amfori External Grievance Mechanism provides a platform for individuals or organisations to submit grievances, about perceived or real instances of wrong or unfair treatment. All grievances will be reviewed by the amfori secretariat, who will seek to find a fair, timely and objective resolution.

Scope and Procedure

Grievances can be lodged by any individual or organisation that is relevant to amfori, meaning individuals from amfori members or their business partners, service providers or stakeholders, including those with a formal mandate to represent individuals or communities directly affected by amfori activities and operations.

The grievant should be able to provide information that is:

- Related to amfori services , their members and/or services providers and
- Factual and evidence-based

Grievances should be lodged using the [amfori's online grievance form](#). Communication, including supporting documents, should be in English.

To follow up on the status of your grievance or submit any queries, please send an email to grievance@amfori.org

The amfori External Grievance Mechanism Form

Please submit your grievances [here](#).